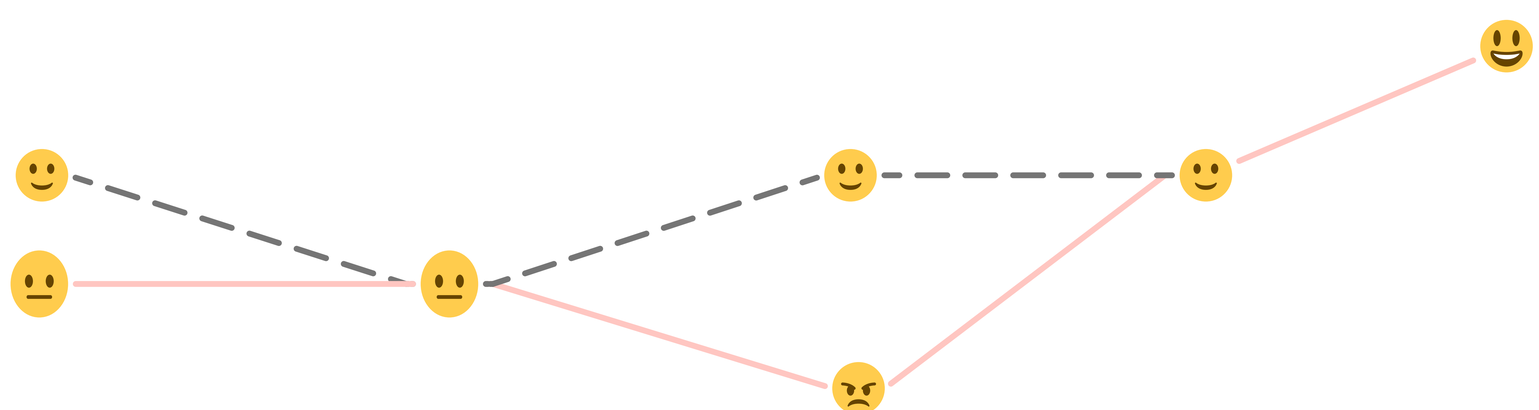
Michael Rodriguez "Spontaneous Devotee"

Actions	Login to Church of Jesus Christ website	Navigate to temple scheduling tool and choose temple	Choose ordinance and appointment date & time	Confirm appointment	Attend appointment
Tasks	A. Open the Church of Jesus Christ of Latter-day Saints website B. Go to the sign in page C. Fill in Username and Password	A. Go to temple scheduling page B. Select a temple	A. Select an Ordinance B. Search for and select an available date and time	A. Review appointment information B. Click confirm appointment and wait for email	A. Arrive to the chosen temple at the selected time
Feelings	Annoyed because it feels like a long process to login every time	Chill because it is not hard to find and you usually know what temple you want to go to	Frustrated if no availability is immediately clear and they had to search through multiple ordinances, days, and temples to try to find a time that is available	Happy because you finally found an appointment! YAY!	So happy and full of peace because you're in the temple and it worked out!
Improvement Opportunities	Make this available through the gospel app so they are already logged in	Create an ability to filter by temple or multiple temples	Displaying available ordinances and corresponding times filtering by capacity, date time, ordinances, and temple to help attendees find a time, removing the multi-page process	Make appointments visible in a gospel app just like scheduling	N/A